

Coin Street Community Builders and Coin Street Centre Trust Concerns and Complaints Policy

Coin Street Community Builders (CSCB) and Coin Street Centre Trust (CSCT) care about our service users, tenants and clients. We work hard to provide services that meet your expectations. On the rare occasion that we fall short, we are committed to resolving any issues promptly, respectfully, and to your satisfaction at the earliest possible stage.

You can raise a concern or complaint in person, at <https://forms.office.com/e/L9EnmMDbED>, or by telephone. A third party can also raise a concern or a complaint on your behalf, provided they have your consent. If you need assistance in raising your concern or complaint, please contact our Customer Service team on 0207 021 1600 (option 0) or email complaints@coinstreet.org.

This policy covers the provision of services delivered by Coin Street, except for concerns or complaints regarding the nursery at bit.ly/3Zq4PaS or for co-op housing at <https://bit.ly/49BgE1h>.

Informal stage

If you have concerns about your interactions with CSCB or CSCT, please initially raise them with your usual contact at Coin Street or contact feedback@coinstreet.org. They will discuss your concerns with you to understand the issues and explore possible resolutions. We aim to resolve concerns as quickly as possible so that you can continue to benefit from our services.

Formal stage 1

If you have attempted to resolve an issue with the staff member directly involved, but have not reached a satisfactory outcome, you can raise a complaint with the manager or team leader of the area responsible for the service you have an issue with. The manager or team leader will make every effort to resolve the issues through further discussions and may need additional time to investigate your concerns. Please allow up to five working days for an initial response. The manager or team leader will then contact you to either advise you of a resolution or inform you of any additional measures needed to achieve a mutual resolution, and an expected time frame.

Formal stage 2

If you are dissatisfied with the outcome of Formal Stage 1, or your complaint is about the manager or team leader, please submit your complaint in writing to the director or head of the relevant team within ten working days of the outcome of stage 1. Include as much detail of the service that you received and the reasons for your dissatisfaction. You will receive an acknowledgement of your complaint within 5 working days, and within an additional ten working days, a response will be provided. If additional information is needed from you, you will be informed of any extra time required to thoroughly investigate your complaint.

If your complaint is about a director, this will be dealt with by the Group Director at stage 1 and a member of the relevant Board at Stage 2. If your complaint is about the Group Director, it will be referred directly to the Board.

If the director, head of the team, Group Director or board member upholds your complaint in part or whole, they will decide on the appropriate action to be taken to resolve your complaint and provide you with a full explanation of the outcome. This is the final stage of the complaint procedure.

Please treat our staff with respect and help us to help you to resolve your concerns. At Coin Street, we value and celebrate our diverse team and community. We are respectful of each other and value our similarities and differences and want others to do the same. We have a zero-tolerance approach towards any behaviour that aims to discriminate, prejudice, bully or harass our staff. Unreasonable, inappropriate and repetitive contact will not be responded to.

Your personal data will be stored securely within our systems and will be accessible only to those employees who need to access it in order to process your complaint. We will retain your personal data only for as long as is necessary to resolve your complaint and to comply with any legal or regulatory requirements.

If you require any further information, please contact:

Customer Service Team Leader on 020 7021 1600 or feedback@coinstreet.org

Feedback, Coin Street Community Builders, 108 Stamford Street, London SE1 9NH